# Examinee Handbook

## Listening & Reading



ETS TOEIC

Know English. Know Success.

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For more information, visit us on the web at ***www.ets.org/toeic*** or contact your local ETS Preferred Associate. A list of local ETS Preferred Associates can be found on the web at ***www.ets.org/toeic***. If there is no ETS Preferred Associate in your country, please contact us at:

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# About the TOEIC Test

The TOEIC (Test of English for International Communication) test is an English-language proficiency test for people whose native language is not English. It measures the everyday English skills of people working in an international environment. The scores indicate how well people can communicate in English with others in business, commerce, and industry. The test does not require specialized knowledge or vocabulary beyond that of a person who uses English in everyday work activities.

## TOEIC Test Format

The TOEIC test is a two-hour multiple-choice test that consists of 200 questions divided into two sections:

- **Listening Section:** The Listening section tests how well you understand spoken English. It consists of four parts and contains 100 questions administered by audiocassette or CD. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English.
  Total time: approximately 45 minutes.
- **Reading Section:** The Reading section includes three parts, testing how well you understand written English. You will read a variety of materials and respond at your own pace to 100 questions based on the content of the materials provided to you.
  Total time: 75 minutes.

Following several years of ETS research, the TOEIC test has recently been redesigned. The new test features the same test time (2 hours; 45 minutes for Listening and 75 minutes for Reading), the same paper and pencil administration, and the same range of difficulty as the previous test. The score scale is also the same, and scores can be compared across both versions of the test. The following charts outline the major changes in the test:

| TOEIC | REDESIGNED TOEIC |
|---|---|
| Listening Comprehension: 100 items | Listening Comprehension: 100 items |
| Photographs: 20 questions | Photographs: 10 questions |
| Question-Response: 30 questions | Question-Response: 30 questions |
| Short Conversations: 30 questions;<br>30 conversations with 1 question each | Conversations: 30 questions;<br>10 conversations with 3 questions each |
| Talks: 20 questions | Talks: 30 questions;<br>10 talks with 3 questions each |

| TOEIC | REDESIGNED TOEIC |
|---|---|
| Reading Comprehension: 100 items | Reading Comprehension: 100 items |
| Incomplete Sentences: 40 questions | Incomplete Sentences: 40 questions |
| Error Recognition: 20 questions | Text Completion: 12 questions |
| Reading Comprehension: 40 questions | Single Passages: 28 questions;<br>7–10 reading texts with 2–5 questions each |
| | Double Passages: 20 questions;<br>4 pairs of reading texts with 5 questions per pair |

# Frequently Asked Questions

## Who takes the TOEIC test?

- Personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sporting events
- Managerial, sales, and technical employees in international business, commerce, and industry who require English for their work
- Individuals who are preparing to enter the workplace
- Candidates for training to be conducted in English
- Individuals in English-language training programs

## Why take the TOEIC test?

The TOEIC test is the choice of nearly five million test takers a year and is recognized by thousands of corporations. As a fair and objective measure of English proficiency, the TOEIC test will enable you to:

- Verify your current level of English proficiency
- Qualify for a new position and/or promotion in a company
- Enhance your professional credentials
- Monitor your progress in English
- Set your own learning goals
- Involve your employer in advancing your English ability

## When and where can I take the TOEIC test?

The TOEIC test is available throughout the world. Testing can be arranged through corporations or other organizations that ask employees or job applicants to take the TOEIC test. In addition, many language-training programs and schools offer TOEIC testing. If testing has not been arranged through your organization, you can contact your local ETS Preferred Associate to find out when and where you can take the test.

## How often can I take the TOEIC test?

TOEIC Public Testing is scheduled by the local ETS Preferred Associate. Contact your local ETS Preferred Associate for more information on test dates, locations, and how to register.

Institutional Testing is scheduled by your institution and can be taken as offered. Contact your institution for more information.

## How much does the TOEIC test cost?

TOEIC prices vary worldwide. To inquire about pricing in your area, contact your local ETS Preferred Associate.

## What score do I need to "pass" the TOEIC test?

The TOEIC test is not the kind of test that you "pass" or "fail." Not every job or task requires the same level of English proficiency. Because it was developed specifically to meet the needs of the workplace, the TOEIC test measures many levels of ability. It enables test takers to demonstrate what they currently can accomplish in English. The single, continuous scale also makes it possible for learners to set attainable goals and to measure their progress as their English improves.

Many companies use the TOEIC test to set their own score standards based on the levels of English necessary to carry out particular responsibilities. Your company may require employees to have a minimum TOEIC score due to the corresponding level of English that is needed on the job. Many companies offer English-language training to help their employees reach target TOEIC scores, which reflect specific levels of proficiency based on professional need.

## From what kind of contexts are the TOEIC test questions drawn?

These are some examples of the settings, situations, and formats you may find in TOEIC test questions:

- **Corporate Development:** research, product development
- **Dining Out:** business and informal lunches, banquets, receptions, restaurant reservations
- **Entertainment:** cinema, theater, music, art, exhibitions, museums, media
- **Finance and Budgeting:** banking, investments, taxes, accounting, billing
- **General Business:** contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labor relations
- **Health:** medical insurance, visiting doctors, dentists, clinics, hospitals
- **Housing/Corporate Property:** construction, specifications, buying and renting, electric and gas services
- **Manufacturing:** assembly lines, plant management, quality control
- **Offices:** board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures
- **Personnel:** recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards
- **Purchasing:** shopping, ordering supplies, shipping, invoices
- **Technical Areas:** electronics, technology, computers, laboratories and related equipment, technical specifications
- **Travel:** trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays, and cancellations

## If I have a disability, can I still take the TOEIC test?

The TOEIC program and its local ETS Preferred Associates, in response to requests from individuals with disabilities, will make special arrangements with test center supervisors to administer the TOEIC test with accommodations. Among the accommodations that can be provided are extended testing time, breaks, audio testing, large print, braille and non-audio (without oral stimulus) versions of the test, or other aids customarily

used by the test taker. All requests for accommodations must be approved in accordance with TOEIC program policies and procedures. These procedures are located on the website at ***www.ets.org/toeic***.

## Why does the TOEIC program require test takers to use only pencils and no other writing instruments?

It has always been the industry standard, set by makers of the optical scanners used to read answer sheets, that only No. 2 pencils be used to mark responses on the answer sheets. This ensures proper reading of the response ovals during the scoring process. Like other testing programs, ETS requires TOEIC test takers to use only No. 2 pencils to fill in the answer sheets. Other writing instruments, such as pens, are not permitted, as they can make the answers bleed over or stain the answer sheets in a way that causes errors in scanning. ETS makes the No. 2 pencil requirement clear to all test takers, and if the use of other instruments creates errors in the scanning process, the result is the test taker's sole responsibility.

The TOEIC program does not permit mechanical pencils, mechanical erasers, or pens into the testing room because security incidents in the past have demonstrated that information can be brought into the test room, or test items can be removed from the test room, using an unapproved writing instrument.

## How is the test scored?

Scores are determined by the number of correct answers, which is converted to a scaled score. The score report provides Listening, Reading, and total scaled scores. The total scaled score is derived by adding the 2 scaled scores together.

## Why are raw scores (i.e., number-correct scores) not reported to test takers?

The TOEIC item development process includes a rigorous series of reviews that ensure all items meet ETS's quality and fairness standards. Individual test forms are then carefully assembled so that each test form is similar in overall difficulty to other test forms. Nevertheless, some minor variations in test-form difficulty are expected across forms. As a result, a test taker may achieve a higher or lower raw score depending on the individual form (assuming his or her ability remains the same). In short, raw scores from different test forms are not comparable, due to inevitable differences in overall form difficulty.

For this reason, the TOEIC program has established the policy that raw scores should not be reported to test takers. To ensure comparable scores, only scaled scores are reported to test takers. Scaled scores are transformed and derived from test takers' raw scores through a proven statistical procedure called "equating." This procedure adjusts for test-form difficulty and establishes the relationship between test takers' raw and scaled scores so that the scaled scores from different test administrations are comparable.

## Why are TOEIC raw-score-to-scaled-score conversion tables not disclosed to the public?

Statistical analysis is conducted after each Public Testing administration (also known as a Secure Program administration), and a unique raw-score-to-scaled-score conversion table is created for each test form based on statistical equating results. Scaled scores that are comparable across different test forms are then reported back to the test takers. The TOEIC scaled score range is from 5 to 495 for the listening and reading tests, respectively.

As each test form will be reused multiple times in different areas of the world, the TOEIC program has a policy not to release test forms, for security reasons. Since test forms are not released to the public, the conversion table that is unique to each test form is not released either. A conversion table, used for reporting scaled scores, is of no practical use to the public when the test form to which it applies is not disclosed. In fact, the conversion table may fall subject to misuse if it is applied to the wrong test form and results in incorrect scaled scores being calculated.

## Who uses the test?

Many leading companies, academic institutions, and language programs worldwide rely on the TOEIC Listening and Reading test as a fair, objective measure of English-language proficiency for students and business professionals. Individuals who take the test include:

- employees who work at hotels, hospitals, restaurants, international meetings, conventions, and sporting events and need to use English on a daily basis
- individuals employed in managerial, sales, and technical positions in international business, commerce, and industry who use English to communicate in their jobs
- new entrants to the workforce

## Why are TOEIC test items and answer keys not disclosed to the public?

TOEIC test forms are used in multiple test administrations and therefore must be maintained under secure conditions at all times. If the items and answer keys were disclosed to the public, such exposure would erode the integrity of the testing program. In addition, TOEIC test items and answer keys are protected by copyright law as property of ETS, the copyright holder of the TOEIC test. For this reason, ETS's TOEIC test items and answer keys should not be disclosed or used for any purpose without written permission by ETS.

# Preparing to Take the TOEIC Test

## How to Get Ready to Take the TOEIC Test

The TOEIC test is not based on the content of any particular English course but rather on your English-language proficiency — your overall ability to use English. Improvement in proficiency may take some time and is generally achieved through a combination of practice and study. The TOEIC Listening and Reading test does not test business knowledge, and you are not required to know specialized business and technical vocabulary beyond what is used in everyday work activities.

Before taking the TOEIC test, there are several things you can do to prepare for the test and improve your English proficiency:

- Become familiar with the test format and know how to mark your answers on the answer sheet. You can then focus your attention on the test questions themselves. Carefully review the test directions and the sample questions on pages 9–14, and the sample Background Questionnaire and sample answer sheet on pages 16–19.
- Immerse yourself in the language as frequently as possible and in as many ways as possible if it has been some time since you have had contact with English. Reading, watching TV and videos, listening to recordings, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.
- Web Resource Guide

  The official TOEIC website has many resources you may find helpful to familiarize yourself with the test:
  - test preparation material
  - scoring information
  - frequently asked questions (FAQs)

# Test Day Procedures

## During the Test

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Mark your answers on your answer sheet and not in the test book.
- Mark only one answer for each question. If you mark more than one answer, that question will be counted wrong — even if one of the answers you marked is correct.
- You will receive credit only for answers marked in the circles on the answer sheet. You will not receive credit for answers entered in the test book. Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.
- Try to answer every question to the best of your ability.
- Pay close attention to the time during the Reading section of the test. In the Reading section (75 minutes) you have to pace yourself, so work quickly and if you do not know the answer to a question, come back to it later.
- You may not use note paper.

## Identification Requirements

All test takers must read Part 1. Depending on whether you will be taking the test within or outside your country of citizenship, you must also read either Part 2 or Part 3, as appropriate.

### Part 1: Information for All Test Takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test center. Expired documents are not acceptable. The photograph on your ID document must be recent and recognizable. Original documents must be

presented; copies are not acceptable. Identification requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.

- If you don't have one primary ID with both a photograph and a signature, you may present two primary government-issued IDs without signatures.
- If you arrive at the test center without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.

When registering for the test, **you must use exactly the same name that appears on the primary identification document you will present at the test center**. Make sure to provide your entire first (given name) and entire surname (family name). **Do not** register under a nickname. If the name shown on your primary identification does not match the name used at registration, you will not be permitted to take the test. Check the name on your registration confirmation document. If the name does not match the name on your primary ID document, contact your local ETS Preferred Associate.

- Only misspellings of your name can be corrected at check-in — **name changes will not be made**. If your name has changed for any reason, including marriage, you must still present primary identification in the name under which you registered, or you will not be permitted to take the test.
- If the test center administrator questions the ID you present, you will be required to present additional proof of identity.
- If positive confirmation cannot be made, you may be refused admission to the test center and forfeit your test fee. Admittance to the test center does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity and/or the local EPA.

Test center personnel will check your identification before assigning you a seat at the test center. The administrator will check your signature to verify that you are the person in your photo identification.

- The photograph on your ID document must be recent and recognizable. For example, a ten-year-old photograph taken during childhood is not acceptable.

### Acceptable Primary Identification Documents

- Passport with photograph and signature
- Driver's license with photograph and signature
- State identification with photograph and signature
- National identification with photograph and signature
- Military identification with photograph and signature

### Acceptable Secondary Identification Documents

If your primary identification is missing either a photograph or signature, you must present one of the following secondary IDs that can be used to meet the photograph or signature requirement; you must present one of the following secondary IDs **in addition to** your primary ID. Secondary IDs that can be used to meet the photograph or signature requirements are:

- **A government-issued identification document** that has not expired including, but not limited to, a passport, driver's license, state identification, national identification, or military identification. (There are some exceptions: see "Unacceptable Identification Documents" below.)
- **Student ID**

### Unacceptable Identification Documents

- Any expired ID
- Draft classification card
- Credit or debit card of any kind
- Social Security card
- Learner's permit or any temporary identification document
- International driver's license
- International student ID
- Notary-prepared letter or document
- Employee identification card
- Birth certificate
- Photocopy of ID

If you cannot meet the specified ID requirements or if you have questions about ID, please contact your local ETS Preferred Associate before registering for the test.

### Part 2: If Testing WITHIN Your Country of Citizenship

Only one form of primary ID is needed if your primary ID document contains a photograph and signature. Please see the list of acceptable primary ID documents on the previous page. However, if the test administrator has any concerns about the primary ID document, you will be required to present a secondary ID from the list above.

If your primary ID does not contain your signature, you must either sign the document or present an additional ID from the list of secondary identification

documents. The secondary ID cannot be expired and must contain a recent, recognizable photograph and your signature. If you do not have an ID with a photograph and a signature, then you must present two primary ID documents with a photograph.

### Part 3: If Testing OUTSIDE Your Country of Citizenship

You **must present your passport** as your primary identification document (citizens of European, Schengen Zone, Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries, see special requirements on this page). If you do not meet this requirement, your test scores may not be reported.

If your passport is not written in **English-language letters**, you must also present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on this page) that contains a recent, recognizable photograph and is in English.

If your passport **does not contain your signature**, you must either sign your passport or present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on page 6).

United States military personnel may present their United States military ID cards for admission to test centers. If a military ID card does not contain a photograph and signature, a secondary ID is also required.

#### Testing in European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries

If you are testing in a European Union, Schengen Zone, Mercosur or Arab States of the Gulf (GCC) country other than the one where you reside,you can use your valid national or European identity card, if you have one. The card must contain your name, a recent, recognizable photograph, your date of birth and your signature. If this ID does not contain all of these elements, you will be required to present a supplemental ID.

## Test Center Procedures and Regulations

The following procedures and regulations apply during the entire test session, which begins when you are admitted to the test center and ends when you leave the test center:

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test center may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID or biometric confirmation. If you refuse to participate, you will not be permitted to test and you will forfeit the test fee. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test center staff regarding where to deposit items such as cell phones, pagers, handbags, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test or any unscheduled break.
- Test centers assume no responsibility for candidates' personal belongings.
- The test administrator will assign you a seat.
- On occasion, weather conditions or other circumstances beyond the control of ETS or the test administrator may require a delayed start or the rescheduling of your test. In the event that a technical problem at the test center makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retest free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test materials have been distributed.
- Books, dictionaries, papers, notes, rulers, calculators, highlighters, watch alarms, mobile phones, listening, recording, scanning or photographic devices are not permitted in the test room or aids of any kind are not allowed in the testing room.
- Using any aid in connection with the test, including pens, mechanical pencils, scan pens or other scanning devices, calculators, calculator or computing watches, analog, digital or smart watches, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, smart phones, watch alarms, stop watches, dictionaries, test preparation materials, translators, and any electronic, listening, recording, scanning or photographic devices is not permitted. Paper of any kind is not permitted in the testing room.
- You may not mark or underline words in the test book or make notes in the test book or on the answer sheet.
- You must have the supervisor's permission to leave the testing room. You may not leave the immediate testing area of the testing room or the test center building during the test or during any unscheduled break. Any lost time cannot be made up.

- There is no scheduled break during the TOEIC test. If you must leave the testing room, you are required to give the supervisor your identification document(s) before you leave the room. You will not be permitted to make up the time you lose.
- At the conclusion of the test, you will be required to return your test book and answer sheet to the test supervisor.

## Report Suspicious Behavior

Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Contact your local ETS Preferred Associate as soon as possible to report any observed behavior that may lead to an invalid score. Examples include, but are not limited to:

- Copying from another test taker
- Taking the test for another person
- Having access to test questions before the test
- Providing answers to the test, including proctors and administrators
- Taking test questions or answers out of a testing room
- Using unauthorized electronic devices
- Using a fake ID
- Accessing or using notes

All information will remain strictly confidential.

**Contact Information:**
Web: www.ets.org/security
Email: ReportCheating@toeic.org
Phone: 609-406-5430
Fax: 609-406-9709

## Dismissal from Test Session

A test administrator/supervisor is authorized to dismiss you from a test session and/or your scores may be withheld and ultimately canceled and your test fees forfeited for any actions that violate the policies and procedures set forth herein and/or communicated at the test center including, without limitation, the following:

- Attempting to take the test, or taking the test, for someone else or having someone else take the test for you
- Failing to provide acceptable identification as described herein, including refusal to allow a photograph and/or fingerprint to be taken
- Obtaining improper access to the test, a part of the test, or information about the test (this includes having test questions or answers in advance of the test administration and bringing preknowledge of test information into the test center in any form including, but not limited to, identification documents, prohibited devices, and any other method listed as an aid in connection to the test)
- Having a cell phone, smartphone (e.g., Android, BlackBerry, or iPhone), tablet, PDA, or any other electronic, listening, recording, scanning, or photographic device in the test center. If you are found to be in possession of any of these devices before, during, or after the test administration, your device may be inspected and/or confiscated and you will be dismissed from the test. Your test fees will be forfeited and your scores will be canceled, even if dismissal is not enforced on the day of the test.
- Creating a disturbance (Disruptive behavior in any form will not be tolerated. The test administrator/supervisor has sole discretion in determining what constitutes disruptive behavior.)
- Attempting to give or receive assistance (Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration, during breaks, and after the test is prohibited.)
- Removing or attempting to remove test content from the test center (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., hard copy, verbally, electronically] to any person or entity.)
- Bringing a weapon or firearm into the test center
- Bringing food, beverages, or tobacco into the testing room, unless you have received prior approval due to a disability or health-related need
- Leaving the test center building during the test session or during breaks
- Leaving the testing room without permission
- Taking excessive or extended unscheduled breaks during the test session (Test center administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.)
- Referring to, looking through, or working on any test or test section *when not authorized to do so*, or working after time has been called
- Failing to follow any of the test administration regulations in this examinee handbook, given by the test administrator/supervisor, or specified in any test materials

ETS and the EPA reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or canceling your scores — for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

# Sample Questions

With 200 questions, the TOEIC test measures a wide range of English proficiency. The following sample questions do not indicate the full range of difficulty you will find in an actual TOEIC test.

## General Directions

*The following general directions are taken directly from the test book. After the general directions are specific directions for each part of the test, along with sample questions for each of the parts.*

This test is designed to measure your English-language ability. The test is divided into two sections: Listening and Reading.

You must mark all of your answers on the separate answer sheet. For each question, you should select the best answer from the answer choices given. Then, on your answer sheet, you should find the number of the question and fill in the space that corresponds to the letter of the answer that you have selected. If you decide to change an answer, completely erase your old answer and then mark your new answer.

## Section I: Listening

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

### Part I: Photographs

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Look at the example item below.

### Example

*You will see:*



*You will hear:* Now listen to the four statements.

(A) They're leaving the room.
(B) They're turning on the machine.
(C) They're standing near the table.
(D) They're reading the newspaper.

Statement (C), "They're standing near the table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

### Sample Questions

### Question 1

*You will see:*

1.



*You will hear:* 1. Look at the picture marked number 1 in your test book.

(A) He's checking his watch.
(B) He's wearing a jacket.
(C) He's adjusting his tie.
(D) He's folding his clothes.

### Question 2

*You will see:*

2.



*You will hear:* 2. Look at the picture marked number 2 in your test book.

(A) She's speaking into a microphone.
(B) She's putting on her glasses.
(C) She's studying from a book.
(D) She's using a microscope.

## Part 2: Question-Response

**Directions:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

*You will hear:* Where is the meeting room?

*You will also hear:*
(A) To meet the new director.
(B) It's the first room on the right.
(C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) Is the correct answer. You should mark answer (B) on your answer sheet.

### SAMPLE QUESTIONS

### Question 1

*You will hear:* 11. Did you make a dinner reservation?

(A) I prefer fish.
(B) Flight 261 to Osaka.
(C) Yes, it's at 7 o'clock.

### Question 2

*You will hear:* 12. Who takes the packages to the post office?

(A) Turn left at the corner.
(B) Martin usually does it.
(C) No, I didn't.

### Question 3

*You will hear:* 13. This software is difficult to use, isn't it?

(A) Yes, it's very complicated.
(B) Yes, I often wear it.
(C) No, but she used to.

### Question 4

*You will hear:* 14. Why don't you have a seat while you wait?

(A) Two in the same row, please.
(B) It didn't weigh very much.
(C) Thanks, I think I will.

### Question 5

*You will hear:* 15. They've reduced the price of these cameras.

(A) Then let's go ahead and buy one.
(B) I don't think we've been introduced.
(C) I never win anything.

## Part 3: Conversations

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

### SAMPLE QUESTIONS

*You will hear:* Questions 41 through 43 refer to the following conversation:

*(Woman)* I think I'll have to take the train to the regional sales meeting up in the city next week.

*(Man)* Don't you usually drive when you go to those meetings? I thought you didn't like to take the train.

*(Woman)* I don't, but the highway's being repaired, and I'm afraid I might be late if I have to make a detour through an area I don't know very well.

*(Man)* You're right. And it'll be expensive to park up there, too.

*You will then hear:* 41. Why is the woman going to the city?

*You will read:* 41. Why is the woman going to the city?

(A) To attend a sale
(B) To go to a meeting
(C) To get her car repaired
(D) To go on a tour

*You will hear:* 42. How will she get there?

*You will read:* 42. How will she get there?

(A) By car
(B) By bus
(C) By train
(D) By airplane

*You will hear:* 43. What is the problem?

*You will read:* 43. What is the problem?

(A) The trains are often late.
(B) The meeting may be canceled.
(C) The tour is expensive.
(D) The roads are being fixed.

### Part 4: Talks

**Directions:** You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

#### SAMPLE QUESTIONS

*You will hear:* Questions 71 through 73 refer to the following announcement.

*(Woman)* Thank you for calling Central Electric Services, your local power company. We are still experiencing problems with power failures caused by the recent storm. We expect service to be back up in most areas early this evening, although some homes in the northwest will be without electricity until tomorrow morning, and it may be tomorrow evening before service is fully restored in all areas. We apologize for the inconvenience this has caused our customers, and we thank you for your continued patience as we work to resolve these problems. This service announcement will be updated throughout the day. It was last updated at 6:00 A.M. on Sunday, April third.

*You will then hear:* 71. Where would this announcement be heard?

*You will read:* 71. Where would this announcement be heard?

(A) On the television
(B) On the radio
(C) Over the telephone
(D) In a company meeting

*You will hear:* 72. What is the purpose of the announcement?

*You will read:* 72. What is the purpose of the announcement?

(A) To tell people about an approaching storm
(B) To provide information about electric services
(C) To apologize for staffing shortages
(D) To describe the reorganization of a company

*You will hear:* 73. When is the problem expected to be completely resolved?

*You will read:* 73. When is the problem expected to be completely resolved?

(A) This morning
(B) This evening
(C) Tomorrow morning
(D) Tomorrow evening

## Section II: Reading

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

### Part 5: Incomplete Sentences

**Directions:** A word or phrase is missing in each of the following sentences. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

### SAMPLE QUESTIONS

101. A late fee will be applied to your account _______ payment is not received by March 31.
    (A) and
    (B) whether
    (C) but
    (D) if

102. The award is given to an individual who has made _______ contributions to the community through volunteer work.
    (A) detailed
    (B) significant
    (C) secure
    (D) updated

103. Last year, Andrea Choi _______ the Choi Economic Research Center at Upton University.
    (A) to establish
    (B) established
    (C) was established
    (D) establishing

104. Ms. Ikeda and Mr. Arroyo are the final candidates under _______ for the position of director of development.
    (A) consideration
    (B) elimination
    (C) recognition
    (D) confirmation

105. Of the two animated films released today, _______ is certain to be popular with children, while the other will appeal more to adults.
    (A) neither
    (B) it
    (C) one
    (D) another

## Part 6: Text Completion

**Directions:** Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

### SAMPLE QUESTIONS

Questions 141–143 refer to the following e-mail:

To: All Employees

From: Camille Raynes

Date: December 14

Re: Performance bonus

Dear Employees,

As you know, the past year was a great success for us. To reward you for your excellent performance, the Board of Directors has approved a bonus for all employees. This bonus will be _______ in your next paycheck.

141. (A) involved
    (B) joined
    (C) composed
    (D) included

_________, we are now calculating wage increases for the upcoming year. Each employee's performance

142. (A) Instead
    (B) In addition
    (C) Beforehand
    (D) Otherwise

will be examined carefully as we determine the appropriate increase. All full-time employees are eligible for this increase. Your supervisor __________ you of the amount of your increase during the first week of January.

143. (A) informed
    (B) to inform
    (C) will inform
    (D) was informing

Thank you again for making last year such a success!

Sincerely,

Camille Raynes
Human Resources

## Part 7: Reading Comprehension

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

### SAMPLE QUESTIONS

Questions 153–154 refer to the following notice:

**ATTENTION ART ENTHUSIASTS**

Becksvoort Gallery is holding a

**PUBLIC SALE**

in the Grand Ballroom at the Hotel Luxe

299 Norman Street, Melbourne

Come and see our range of exquisite pieces.

Original oils * Watercolors * Tapestries * Crafts

**Friday, July 15**

**8:30 A.M. – 4:00 P.M.**

For descriptions and pictures of select items

visit our Web site at http://www.becksvoort.com/market.

153. What is the purpose of the notice?
    (A) To announce a sale of artwork
    (B) To advertise the opening of a hotel
    (C) To offer a discount on painting lessons
    (D) To publicize a photography exhibition

154. According to the notice, what can people do online?
    (A) Purchase selected items
    (B) Order tickets to an event
    (C) Register for art classes
    (D) View some pieces of art

Questions 181–185 refer to the following letter and document.

January 15

Jeanne Sokol
14 Jubilee Street
Brighton

Dear Ms. Sokol:

I have received your letter of January 7 concerning your recent visit to our restaurant in London. I am very sorry that you did not have an enjoyable experience. I agree that you should not have had to wait over thirty minutes for a table when you had made a reservation in advance. Please know that this was an isolated incident and that our customers usually remark on the promptness of our staff.

In an attempt to remedy this unfortunate situation, I am sending you a complimentary voucher for use at any of our restaurants. I encourage you to try us again and experience our award-winning cuisine. If there is any way in which I can be of further assistance, please do not hesitate to contact me by telephone or mail.

Sincerely,

Simon Jenkins
Director
Guest Relations

## Winchester Falls Café

The finest dining in Britain!

**The bearer of this certificate is entitled to __£25__ off the price of a meal at Winchester Falls Café.**

Café Locations: London, Birmingham, Manchester
*Expires: December 31*

For customer service or inquiries, contact Winchester Falls' Guest Relations Department by telephone at 0616 555-4239 or by mail at 77 Twickenham Road, Manchester WF1 JK2.

181. Why did Simon Jenkins write to Jeanne Sokol?
    (A) To thank her for visiting a restaurant
    (B) To apologize for poor service
    (C) To inquire about her dining experience
    (D) To invite her to an awards dinner

182. In the letter, the word "reservation" in paragraph 1, line 5, is closest in meaning to
    (A) hesitation
    (B) supply
    (C) doubt
    (D) appointment

183. What is suggested about Jeanne Sokol?
    (A) She has recently traveled to Manchester.
    (B) She spoke to Simon Jenkins on the telephone.
    (C) She wrote a letter of complaint.
    (D) She frequently dines in London.

184. What is Simon Jenkins offering?
    (A) A refund on a previous purchase
    (B) A discount on a future purchase
    (C) Replacement of a damaged product
    (D) Special assistance in ordering a product

185. Where does Simon Jenkins most likely work?
    (A) In Manchester
    (B) In Brighton
    (C) In Birmingham
    (D) In London

## Answer Key

| PART I | PART 2 | PART 3 | PART 4 | PART 5 | PART 6 | PART 7 |
|---|---|---|---|---|---|---|
| 1. B | 11. C | 41. B | 71. C | 101. D | 141. D | 153. A |
| 2. D | 12. B | 42. C | 72. B | 102. B | 142. B | 154. D |
| | 13. A | 43. D | 73. D | 103. B | 143. C | |
| | 14. C | | | 104. A | | 181. B |
| | 15. A | | | 105. C | | 182. D |
| | | | | | | 183. C |
| | | | | | | 184. B |
| | | | | | | 185. A |

# TOEIC Background Questionnaire and Answer Sheet

In order to provide enhanced feedback to TOEIC clients and test takers, the TOEIC Program will ask you to complete the TOEIC Questionnaire at the testing session before you take the TOEIC test.

## Background Questionnaire

The TOEIC Background Questionnaire asks about your educational, work-related, English-language, and TOEIC test-taking experience. Your responses to the questionnaire enable your organization to learn more about the backgrounds of people who take the test and some of the factors that affect TOEIC scores and improvement in English. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEIC scores. We encourage you to answer all of the questions. A sample of the questionnaire is included on pages 16 and 17.

## Answer Sheet

A sample of the answer sheet appears on pages 18 and 19 of this book.

## Accent Marks

If your name (family name and first name) is written with any accent marks, you should complete the top half of section 1 on side 1 of the answer sheet. Above the boxes where you will write your name, there is an area that contains accent marks. You should fill in the circle that corresponds to the accent mark above each letter that contains an accent.

## Group Code

Your test administrator may ask you to enter a number on side 2, section 10 of the answer sheet. The purpose of this group code is to enable TOEIC clients to keep track of the performance of a group of people who take the TOEIC test two or more times as part of a specific English-language training program. The test administrator will give you the appropriate number to enter in the group code section if your organization has asked for this option.

## Custom Codes

Your test administrator may ask you to enter a number or numbers on side 2, section 12 of the answer sheet. The purpose of custom codes is to keep track of the performance of certain TOEIC test takers or groups of test takers. The test administrator will give you the appropriate number or numbers to enter in the custom codes section if your organization has asked for this option.

*Before the actual test begins, if you have any questions about the TOEIC Background Questionnaire and answer sheet, please ask your test administrator.*

**TOEIC®**

# Background Questionnaire

*Read the choices below each question and select the one best answer. Fill in only one answer for each question.*

## Section I.

***Your educational and/or work-related background***

1. Choose either the level of education in which you are currently enrolled or the highest level that you have completed.
   - A. Elementary school (primary school)
   - B. General secondary school (junior high school)
   - C. Secondary school for university entrance qualification or equivalent (high school)
   - D. Vocational/technical high school
   - E. Vocational/technical school after high school
   - F. Community/junior college (for associate degree)
   - G. Undergraduate college or university (for bachelor's degree)
   - H. Graduate or professional school (for master's or doctoral degree)
   - I. Language institution

2. Choose the major that you are currently enrolled in or the major of your highest degree. (The majors shown in parentheses are examples only.)
   - A. Liberal arts (education, fine arts, languages, literature, music, psychology)
   - B. Social studies/law (international studies, law studies, political science, sociology)
   - C. Accounting/business/economics
   - D. Finance/marketing/trading
   - E. Sciences (agriculture, computer science, mathematics, physics, statistics)
   - F. Health (medicine, nursing, pharmacy, public health)
   - G. Engineering/architecture
   - H. Other/none

3. Which of the following best describes your current status?
   - A. I am employed full-time (including self-employed).
   - B. I am employed part-time and/or study part-time.
   - C. I am not employed. (Skip to Question #6.)
   - D. I am a full-time student. (Skip to Question #6.)



4. If you are currently employed, which industry best describes that of your current employer?
   - 01. Agriculture/fishing/forestry/mining
   - 02. Construction/building design
   - 03. Manufacturing—food
   - 04. Manufacturing—pharmaceuticals
   - 05. Manufacturing—chemicals
   - 06. Manufacturing—fabric/paper
   - 07. Manufacturing—oil/petroleum/rubber
   - 08. Manufacturing—steel/other metals
   - 09. Manufacturing—Machinery/fine machinery
   - 10. Manufacturing—electronic
   - 11. Manufacturing—vehicles (includes manufacturing of all modes of transportation)
   - 12. Manufacturing—cement/glass
   - 13. Manufacturing—clothing
   - 14. Manufacturing—other
   - 15. Service—education (high school equivalent or below)
   - 16. Service—education (college equivalent or above, assessment, research)
   - 17. Service—court/legislative/municipal/prefecture
   - 18. Service—foreign affairs
   - 19. Service—armed forces
   - 20. Service—health/hospital/medical research
   - 21. Service—hotel/recreation/restaurant/travel
   - 22. Service—other
   - 23. Public utilities production/management (electricity/water supply)
   - 24. Broadcasting/mass media
   - 25. Telecommunication
   - 26. Retail/wholesale
   - 27. Trading
   - 28. Accounting/banking/finance/security
   - 29. Insurance
   - 30. Real estate
   - 31. Transportation
   - 32. Other

5. If you are currently employed, which of the following best describes the type of job you do? (The jobs shown in parentheses are examples only.)
   - A. Management (executive, manager, director)
   - B. Scientific/technical professionals (engineer, mathematician, programmer, researcher, scientist)
   - C. Teaching/training
   - D. Professional specialist (accountant, broker, financial specialist, lawyer)

E. Technician (carpenter, electrician, equipment operator, plumber)
F. Marketing/sales (foreign exchange broker, marketing analyst, real estate agent, sales representative, travel agent)
G. Clerical/administrative (office staff member, receptionist, secretary)
H. Services (customer service representative, human resources representative, hotel staff member, public relations representative)
I. Other

## Section II.

### *Your English-language experience*

6. How many years have you spent studying English?

   A. Less than or equal to 4 years
   B. More than 4 years but less than or equal to 6 years
   C. More than 6 years but less than or equal to 10 years
   D. More than 10 years

7. Which of the following language skills are/were most emphasized?

   A. Listening
   B. Reading
   C. Speaking
   D. Writing
   E. Listening and speaking
   F. Reading and writing
   G. Listening, reading, speaking, and writing

8. How much time must you use English in your daily life?

   A. None at all
   B. 1 to 10%
   C. 11 to 20%
   D. 21 to 50%
   E. 51 to 100%

9. Which of the following English-language skills do you use most often?

   A. Listening
   B. Reading
   C. Speaking
   D. Writing
   E. Listening and speaking
   F. Reading and writing
   G. Listening, reading, speaking, and writing

10. How often has difficulty with English affected your ability to communicate?

    A. Almost never
    B. Seldom
    C. Sometimes
    D. Frequently
    E. Almost always

11. Have you ever lived in a country in which English is the main spoken language?

    A. No (Skip to Question #13.)
    B. Yes, for less than 6 months
    C. Yes, for 6 to 12 months
    D. Yes, for more than 1 but less than or equal to 2 years
    E. Yes, for more than 2 years

12. What was your main purpose for living in a country in which English is the main spoken language?

    A. To study (in other than an English-language program)
    B. To participate in an English-language program
    C. To travel (not work related)
    D. To work
    E. Other

## Section III.

### *Your experience in taking the TOEIC test*

13. Before today, how many times have you taken the TOEIC test?

    A. Never
    B. Once
    C. Twice
    D. Three times or more

14. What is your main purpose for taking today's TOEIC test?

    A. For a job application
    B. For promotion
    C. To assess the effectiveness of an English-language program
    D. To assess future learning needs
    E. To graduate from a course of study

ETS TOEIC

- Use only pencil
- Darken the circles completely
- Erase cleanly

**MARKING DIRECTIONS**

CORRECT MARK ●

INCORRECT MARKS

**1 NAME**

At the arrow, using one box for each letter, print your last (family/surname) name(s) in the first area. If you have more than one last (family/surname) name, leave a space between names. In the second area, print your first (given) name(s). Below each box, fill in the circle containing the same letter. If your name includes any accent marks, fill these in using the circles above the boxes.

**2 SEX**

M

F

**3 COUNTRY CODE**

**4 LANGUAGE CODE**

**5 IDENTIFICATION NUMBER**

**6 DATE OF BIRTH**

MM DD YYYY

**7**

JOB

ORGANIZATION

CITY

**8**

TESTING LOCATION

CITY

**9**

TEST BOOK SERIAL NUMBER

## LISTENING SECTION

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 1 | Ⓐ Ⓑ Ⓒ Ⓓ | 26 | Ⓐ Ⓑ Ⓒ Ⓓ | 51 | Ⓐ Ⓑ Ⓒ Ⓓ | 76 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 2 | Ⓐ Ⓑ Ⓒ Ⓓ | 27 | Ⓐ Ⓑ Ⓒ Ⓓ | 52 | Ⓐ Ⓑ Ⓒ Ⓓ | 77 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 3 | Ⓐ Ⓑ Ⓒ Ⓓ | 28 | Ⓐ Ⓑ Ⓒ Ⓓ | 53 | Ⓐ Ⓑ Ⓒ Ⓓ | 78 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 4 | Ⓐ Ⓑ Ⓒ Ⓓ | 29 | Ⓐ Ⓑ Ⓒ Ⓓ | 54 | Ⓐ Ⓑ Ⓒ Ⓓ | 79 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 5 | Ⓐ Ⓑ Ⓒ Ⓓ | 30 | Ⓐ Ⓑ Ⓒ Ⓓ | 55 | Ⓐ Ⓑ Ⓒ Ⓓ | 80 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 6 | Ⓐ Ⓑ Ⓒ Ⓓ | 31 | Ⓐ Ⓑ Ⓒ Ⓓ | 56 | Ⓐ Ⓑ Ⓒ Ⓓ | 81 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 7 | Ⓐ Ⓑ Ⓒ Ⓓ | 32 | Ⓐ Ⓑ Ⓒ Ⓓ | 57 | Ⓐ Ⓑ Ⓒ Ⓓ | 82 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 8 | Ⓐ Ⓑ Ⓒ Ⓓ | 33 | Ⓐ Ⓑ Ⓒ Ⓓ | 58 | Ⓐ Ⓑ Ⓒ Ⓓ | 83 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 9 | Ⓐ Ⓑ Ⓒ Ⓓ | 34 | Ⓐ Ⓑ Ⓒ Ⓓ | 59 | Ⓐ Ⓑ Ⓒ Ⓓ | 84 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 10 | Ⓐ Ⓑ Ⓒ Ⓓ | 35 | Ⓐ Ⓑ Ⓒ Ⓓ | 60 | Ⓐ Ⓑ Ⓒ Ⓓ | 85 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 11 | Ⓐ Ⓑ Ⓒ Ⓓ | 36 | Ⓐ Ⓑ Ⓒ Ⓓ | 61 | Ⓐ Ⓑ Ⓒ Ⓓ | 86 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 12 | Ⓐ Ⓑ Ⓒ Ⓓ | 37 | Ⓐ Ⓑ Ⓒ Ⓓ | 62 | Ⓐ Ⓑ Ⓒ Ⓓ | 87 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 13 | Ⓐ Ⓑ Ⓒ Ⓓ | 38 | Ⓐ Ⓑ Ⓒ Ⓓ | 63 | Ⓐ Ⓑ Ⓒ Ⓓ | 88 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 14 | Ⓐ Ⓑ Ⓒ Ⓓ | 39 | Ⓐ Ⓑ Ⓒ Ⓓ | 64 | Ⓐ Ⓑ Ⓒ Ⓓ | 89 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 15 | Ⓐ Ⓑ Ⓒ Ⓓ | 40 | Ⓐ Ⓑ Ⓒ Ⓓ | 65 | Ⓐ Ⓑ Ⓒ Ⓓ | 90 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 16 | Ⓐ Ⓑ Ⓒ Ⓓ | 41 | Ⓐ Ⓑ Ⓒ Ⓓ | 66 | Ⓐ Ⓑ Ⓒ Ⓓ | 91 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 17 | Ⓐ Ⓑ Ⓒ Ⓓ | 42 | Ⓐ Ⓑ Ⓒ Ⓓ | 67 | Ⓐ Ⓑ Ⓒ Ⓓ | 92 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 18 | Ⓐ Ⓑ Ⓒ Ⓓ | 43 | Ⓐ Ⓑ Ⓒ Ⓓ | 68 | Ⓐ Ⓑ Ⓒ Ⓓ | 93 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 19 | Ⓐ Ⓑ Ⓒ Ⓓ | 44 | Ⓐ Ⓑ Ⓒ Ⓓ | 69 | Ⓐ Ⓑ Ⓒ Ⓓ | 94 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 20 | Ⓐ Ⓑ Ⓒ Ⓓ | 45 | Ⓐ Ⓑ Ⓒ Ⓓ | 70 | Ⓐ Ⓑ Ⓒ Ⓓ | 95 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 21 | Ⓐ Ⓑ Ⓒ Ⓓ | 46 | Ⓐ Ⓑ Ⓒ Ⓓ | 71 | Ⓐ Ⓑ Ⓒ Ⓓ | 96 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 22 | Ⓐ Ⓑ Ⓒ Ⓓ | 47 | Ⓐ Ⓑ Ⓒ Ⓓ | 72 | Ⓐ Ⓑ Ⓒ Ⓓ | 97 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 23 | Ⓐ Ⓑ Ⓒ Ⓓ | 48 | Ⓐ Ⓑ Ⓒ Ⓓ | 73 | Ⓐ Ⓑ Ⓒ Ⓓ | 98 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 24 | Ⓐ Ⓑ Ⓒ Ⓓ | 49 | Ⓐ Ⓑ Ⓒ Ⓓ | 74 | Ⓐ Ⓑ Ⓒ Ⓓ | 99 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 25 | Ⓐ Ⓑ Ⓒ Ⓓ | 50 | Ⓐ Ⓑ Ⓒ Ⓓ | 75 | Ⓐ Ⓑ Ⓒ Ⓓ | 100 | Ⓐ Ⓑ Ⓒ Ⓓ |

## READING SECTION

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 101 | Ⓐ Ⓑ Ⓒ Ⓓ | 126 | Ⓐ Ⓑ Ⓒ Ⓓ | 151 | Ⓐ Ⓑ Ⓒ Ⓓ | 176 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 102 | Ⓐ Ⓑ Ⓒ Ⓓ | 127 | Ⓐ Ⓑ Ⓒ Ⓓ | 152 | Ⓐ Ⓑ Ⓒ Ⓓ | 177 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 103 | Ⓐ Ⓑ Ⓒ Ⓓ | 128 | Ⓐ Ⓑ Ⓒ Ⓓ | 153 | Ⓐ Ⓑ Ⓒ Ⓓ | 178 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 104 | Ⓐ Ⓑ Ⓒ Ⓓ | 129 | Ⓐ Ⓑ Ⓒ Ⓓ | 154 | Ⓐ Ⓑ Ⓒ Ⓓ | 179 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 105 | Ⓐ Ⓑ Ⓒ Ⓓ | 130 | Ⓐ Ⓑ Ⓒ Ⓓ | 155 | Ⓐ Ⓑ Ⓒ Ⓓ | 180 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 106 | Ⓐ Ⓑ Ⓒ Ⓓ | 131 | Ⓐ Ⓑ Ⓒ Ⓓ | 156 | Ⓐ Ⓑ Ⓒ Ⓓ | 181 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 107 | Ⓐ Ⓑ Ⓒ Ⓓ | 132 | Ⓐ Ⓑ Ⓒ Ⓓ | 157 | Ⓐ Ⓑ Ⓒ Ⓓ | 182 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 108 | Ⓐ Ⓑ Ⓒ Ⓓ | 133 | Ⓐ Ⓑ Ⓒ Ⓓ | 158 | Ⓐ Ⓑ Ⓒ Ⓓ | 183 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 109 | Ⓐ Ⓑ Ⓒ Ⓓ | 134 | Ⓐ Ⓑ Ⓒ Ⓓ | 159 | Ⓐ Ⓑ Ⓒ Ⓓ | 184 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 110 | Ⓐ Ⓑ Ⓒ Ⓓ | 135 | Ⓐ Ⓑ Ⓒ Ⓓ | 160 | Ⓐ Ⓑ Ⓒ Ⓓ | 185 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 111 | Ⓐ Ⓑ Ⓒ Ⓓ | 136 | Ⓐ Ⓑ Ⓒ Ⓓ | 161 | Ⓐ Ⓑ Ⓒ Ⓓ | 186 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 112 | Ⓐ Ⓑ Ⓒ Ⓓ | 137 | Ⓐ Ⓑ Ⓒ Ⓓ | 162 | Ⓐ Ⓑ Ⓒ Ⓓ | 187 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 113 | Ⓐ Ⓑ Ⓒ Ⓓ | 138 | Ⓐ Ⓑ Ⓒ Ⓓ | 163 | Ⓐ Ⓑ Ⓒ Ⓓ | 188 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 114 | Ⓐ Ⓑ Ⓒ Ⓓ | 139 | Ⓐ Ⓑ Ⓒ Ⓓ | 164 | Ⓐ Ⓑ Ⓒ Ⓓ | 189 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 115 | Ⓐ Ⓑ Ⓒ Ⓓ | 140 | Ⓐ Ⓑ Ⓒ Ⓓ | 165 | Ⓐ Ⓑ Ⓒ Ⓓ | 190 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 116 | Ⓐ Ⓑ Ⓒ Ⓓ | 141 | Ⓐ Ⓑ Ⓒ Ⓓ | 166 | Ⓐ Ⓑ Ⓒ Ⓓ | 191 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 117 | Ⓐ Ⓑ Ⓒ Ⓓ | 142 | Ⓐ Ⓑ Ⓒ Ⓓ | 167 | Ⓐ Ⓑ Ⓒ Ⓓ | 192 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 118 | Ⓐ Ⓑ Ⓒ Ⓓ | 143 | Ⓐ Ⓑ Ⓒ Ⓓ | 168 | Ⓐ Ⓑ Ⓒ Ⓓ | 193 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 119 | Ⓐ Ⓑ Ⓒ Ⓓ | 144 | Ⓐ Ⓑ Ⓒ Ⓓ | 169 | Ⓐ Ⓑ Ⓒ Ⓓ | 194 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 120 | Ⓐ Ⓑ Ⓒ Ⓓ | 145 | Ⓐ Ⓑ Ⓒ Ⓓ | 170 | Ⓐ Ⓑ Ⓒ Ⓓ | 195 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 121 | Ⓐ Ⓑ Ⓒ Ⓓ | 146 | Ⓐ Ⓑ Ⓒ Ⓓ | 171 | Ⓐ Ⓑ Ⓒ Ⓓ | 196 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 122 | Ⓐ Ⓑ Ⓒ Ⓓ | 147 | Ⓐ Ⓑ Ⓒ Ⓓ | 172 | Ⓐ Ⓑ Ⓒ Ⓓ | 197 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 123 | Ⓐ Ⓑ Ⓒ Ⓓ | 148 | Ⓐ Ⓑ Ⓒ Ⓓ | 173 | Ⓐ Ⓑ Ⓒ Ⓓ | 198 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 124 | Ⓐ Ⓑ Ⓒ Ⓓ | 149 | Ⓐ Ⓑ Ⓒ Ⓓ | 174 | Ⓐ Ⓑ Ⓒ Ⓓ | 199 | Ⓐ Ⓑ Ⓒ Ⓓ |
| 125 | Ⓐ Ⓑ Ⓒ Ⓓ | 150 | Ⓐ Ⓑ Ⓒ Ⓓ | 175 | Ⓐ Ⓑ Ⓒ Ⓓ | 200 | Ⓐ Ⓑ Ⓒ Ⓓ |

### 10 GROUP CODE (if assigned)

| | | | | |
|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 | 9 |

### 11 QUESTIONNAIRE RESPONSES

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| A | A | A | 0 0 | A | A | A | A | A | A | A | A | A | A | A | A | A | A |
| B | B | B | 1 1 | B | B | B | B | B | B | B | B | B | B | B | B | B | B |
| C | C | C | 2 2 | C | C | C | C | C | C | C | C | C | C | C | C | C | C |
| D | D | D | 3 3 | D | D | D | D | D | D | D | D | D | D | D | D | D | D |
| E | E | | 4 | E | | E | E | E | E | E | E | | E | E | E | E | E |
| F | F | | 5 | F | | F | | F | | | | | | F | F | F | F |
| G | G | | 6 | G | | G | | G | | | | | | G | G | G | G |
| H | H | | 7 | H | | | | | | | | | | H | H | H | H |
| I | | | 8 | I | | | | | | | | | | I | I | I | I |
| | | | 9 | | | | | | | | | | | J | J | J | J |

### 12

| CUSTOM 1 | | | CUSTOM 2 | | | CUSTOM 3 | | |
|---|---|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |

**13 SIGNATURE AND DATE**: Please copy the statement below (do not print) and sign your name as you would an official document.

I hereby agree to the conditions set forth online at www.ets.org/toeic and/or *Examinee Handbook* and certify that I am the person whose name appears on this answer sheet.

**Signature**: ______________________ **Date**: ____________



DO NOT WRITE IN THIS SPACE

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# Score Reporting

## Certificate of Achievement

The TOEIC Certificate of Achievement is an acknowledgement of your English proficiency. The TOEIC Certificate of Achievement is not available through some services. Contact your local ETS Preferred Associate for availability.

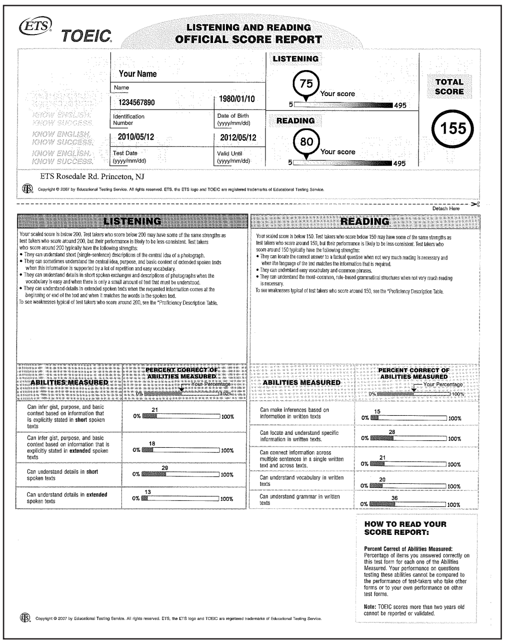



The Certificate of Achievement features:

- Your name
- Your Listening score, Reading score, and Total test score
- Your test date and location
- The administering organization
- A watermark on back
- A format that is suitable for framing

## Score Report

The TOEIC Score Report is an acknowledgement of your English proficiency. The TOEIC Score Report is available for all tests. Score reports can have your photograph printed on it. Contact your local ETS Preferred Associate for more information.




Score Report features:

- Your name
- Your Listening score, Reading score, and Total test score
- Your birth date
- Your identification number
- Your test date
- The date the scores are valid until
- A watermark on back
- Score descriptors
- Abilities measured

## Score Holds and Cancellations

ETS and the EPA reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or canceling your scores — for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

ETS and the ETS Preferred Associates make every effort to report scores that accurately reflect the performance of every test taker. Accordingly, ETS standards and procedures for administering tests have two primary goals: to give all test takers equivalent opportunities to demonstrate their abilities, and to prevent any test taker from gaining an unfair advantage over others. To promote these objectives, ETS and the ETS Preferred Associates reserve the right to withhold scores from reporting or cancel any test score when, in their judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker's identification, a test taker engages in misconduct, or the score is invalid for another reason. Reviews of scores by ETS are confidential. When, for any of the aforementioned reasons, ETS or the ETS Preferred Associate cancels a test score that has already been reported, score recipients are notified that the score has been canceled, but the reason for cancellation is not disclosed except when authorized by the test taker or in certain group cases.

## Test Fairness and Score Use

The ETS TOEIC Program and its authorized local ETS Preferred Associates have taken steps to ensure, to the extent possible, that tests and test scores are fair for all test takers, regardless of gender, age, nationality, and test taker industry background.

## Interpreting Scores

The TOEIC test scores you will receive are determined by the number of questions you answer correctly. There is no penalty for wrong answers. The number of correct responses on each section, Listening and Reading, is converted to a number on a scale of 5 to 495. The statistical procedure used to convert scores to a common scale for each section seeks to ensure that TOEIC Listening and Reading scores obtained on different administration dates mean the same thing in terms of the level of English proficiency indicated.

If you were to take several versions of the test within a short period of time, you would obtain a number of scores that center around an average value known as your "true" score. Two-thirds of the time, your Listening score would be within 25 points of your true score on the Listening section, and your Reading score would be within 25 points of your true score on the Reading section.

## Score Report

The score report will provide you with your score on each section of the test. A description of the English-language ability typical of test takers around your level can be found on our website, ***www.ets.org/toeic***.

If you take the test through your employer or sponsoring organization, your scores are provided to that organization. It is the responsibility of your employer or organization to provide you with a score report. If you take the test independently, you will receive your score report directly from the local ETS Preferred Associates.

In addition to the section scaled scores, the redesigned TOEIC Score Report provides extra score information.

## Release of Test Results

With some exceptions, depending on local conditions, the TOEIC Score Report is sent to test takers within seven business days. Additionally your score report may be delayed if your scores are under security review. You will be notified if your scores are withheld. Please see "Score Holds and Cancellation" Section.

### Scaled Scores

The new score report provides Listening, Reading, and Total scaled scores. The Total scaled score is derived from adding the two section scaled scores together.

### Score Proficiency Descriptions

The new score report provides a description of the English-language abilities typical of test takers scoring at around a particular scaled score level. Because of limited space in the score report, only statements of strength are provided in the report. There are three possible descriptions for the Listening section and four possible descriptions for the Reading section. A complete table of these descriptions is available on the ETS website, ***www.ets.org/toeic***. The proficiency descriptors were developed based on a Scaled Anchoring Study conducted at ETS in the summer of 2005. A copy of the Scaled Anchoring Study can be provided to you by your local ETS Preferred Associate.

### Ability Measured

The test taker's score report also includes the percentage of questions the test taker answered correctly for specific abilities measured. The percentage can be compared with the percentage score of test takers who have taken the same TOEIC test form. The abilities measured are calculated by the "percentage of items answered correctly." For example, if in one form there are 20 items to measure one type of ability, and a candidate answered 11 out of 20 items correctly, the % correct score is 55%. The TOEIC score is scaled based on a conversion table. This is to make sure your scores are comparable to the test takers who have taken a different form. Therefore, your TOEIC scores measure your English Proficiency level, and abilities measured only tell the % of answers correct in that category.

### Percentile Rank

The new score report provides percentile ranks for section scaled scores. A percentile rank score refers to the percentage of the TOEIC Secure Program population in the most recent three years who score below a particular scaled score. The percentile rank table is calculated based on a pool of 3-year test takers and is updated and made available on the ETS website, ***www.ets.org/toeic***, every May. For example, the percentile rank table of May 2006 is calculated based on test takers from January 2003 to December 2005. The percentile rank table of May 2007 is calculated based on test takers from January 2004 to December 2006.

## Reliability

Reliability is defined as the proportion of observed score variance that is due to true score variance. It is an indicator of the extent to which test scores will be

consistent across different conditions of administration and/or administration of alternate forms of a test. The type of reliability used in the TOEIC Listening and Reading test is reported as an internal consistency measure using the KR-20 reliability index. The KR-20 reliability index assesses the extent to which all items measure the same construct. The more homogeneous the test items, the more consistently the test takers will perform. The reliability of the TOEIC Listening and Reading section scores across all forms from our norming samples has been approximately 0.90 and up.

## Standard Error of Measurement (SEM)

Errors of measurement occur when a test taker performs differently on one occasion or test form than on another for reasons that may or may not be related to the purpose of the test. A person may try harder, be more (or less) tired or anxious compared to some other occasion, have greater familiarity with the content of questions on one test form than on another test form, or simply guess more questions correctly on one occasion than on another. These reasons for inconsistency are generally referred to as errors of measurement. The Standard Error of Measurement (SEM) is an estimate of average difference between true scores and obtained test scores, and is about 25 scaled score points for each of the TOEIC Listening and Reading sections. A test taker's true score could be estimated by ± 25 scaled score points around the test score obtained from one administration. For example, if you obtain a scaled score of 300 on the TOEIC Listening section, 68% of the time your true score will fluctuate between approximately 275 and 325.

## Score Review

If you feel that your scores are not an accurate reflection of your ability in English, you should contact your ETS Preferred Associate within three months of the test date. The ETS Preferred Associate will rescore your answer sheet and will give you a second score report. If a discrepancy is found between the first score report and the second one, the ETS Preferred Associate will pay for the rescoring of your answer sheet. However, if a discrepancy is not found, you may be charged a small fee for rescoring costs.

## Testing Irregularities

"Testing irregularities" refers to irregularities in connection with the administration of a test, such as equipment failure, improper access to test content by individuals or groups of test takers, and other disruptions of test administration (natural disasters and other emergencies). When testing irregularities occur, ETS and its local ETS Preferred Associates give affected test takers the opportunity to take the test again as soon as possible without charge.

## Repeat Test Takers

If you take another version of the TOEIC test, you will probably obtain slightly different scores from those you received the first time. A question like this usually arises, "How big of a difference do I need to get between two Listening scores or between two Reading scores before I can say that there is a real difference in my level of proficiency?" This question involves two independent tests given at two different times. The error of measurement associated with the score obtained from one administration is called the Standard Error of Measurement (SEM). The errors of measurement associated with two administrations are called the Standard Error of Difference ($SE_{diff}$). The $SE_{diff}$ for each of the TOEIC Listening and Reading sections is about 35 scaled score points.

If a person began training with a Listening score of 300 and, following training, received a score of 340 on a different test form, has that test taker really improved in Listening or was this increase just a statistical fluke? To determine whether this was a true increase in the TOEIC score, the test taker would construct a band of ± 1 $SE_{diff}$, or ± 35 points, around the obtained scores. In this case, the test taker has truly improved because the post-training score fell outside of the $SE_{diff}$ (i.e., 265–335). Using this band, we can say with 68% confidence that the test taker has truly increased his or her proficiency level between the two tests.

## TOEIC Validity

Evidence that the TOEIC measures English-language proficiency comes first of all from the careful way in which language-testing experts design and assemble the test so as to include a variety of important English-language tasks. An additional kind of evidence that has proven useful in establishing the meaning, or validity, of TOEIC scores has come from test takers themselves in the form of self-assessments of their own language skills. Self-assessments have been shown to be valid in a variety of contexts, especially in the assessment of language skills. TOEIC scores have shown moderately strong correlations (.40s and .50s) with test taker self-reports of their own ability to accomplish certain English-language tasks such as those listed on the next page.

## Test Score Data Retention

Scores are used to measure a test taker's English proficiency at the time that a test is administered. Because English-language skills may improve or decline over time, a score report will not be re-issued if two years have passed since taking the test. ETS does not require testing centers to retain test administration data beyond two years.

| Reading | Listening |
|---|---|
| Reading office memoranda | Understanding directions on how to get to a nearby location |
| Reading English to translate text into one's own language | Taking a telephone message for a co-worker |
| Reading and understanding instructions | Understanding an extended debate on a complex topic |

| Speaking | Writing |
|---|---|
| Telephoning a company to place an order for an item | Writing a list of items to take on a weekend trip |
| Describing what a friend looks like | Writing a 5-page formal report on a project one worked on |
| Arguing against someone's opinion | Writing a letter introducing oneself and describing qualifications |

# Policy and Guidelines for the Use of TOEIC Scores

## Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC test scores for corporations or schools that use the scores in making hiring, evaluation, and career promotion decisions, as well as school-related decisions. They are also intended to protect test takers from unfair decisions that may result from inappropriate uses of scores. Adherence to the guidelines is important.

The TOEIC tests are designed to assess English-language proficiency relevant to today's international market. As measures with known statistical properties and high quality technical characteristics, the scores from these tests, when used properly, can improve the hiring, evaluation, and career promotion decision processes of local and multinational corporations, and other organizations where English communication skills are critical job requirements.

As more and more students go to colleges to acquire job skills in the global marketplace, schools are also increasingly using TOEIC scores to evaluate student proficiency in English.

The TOEIC Program and its local ETS Preferred Associates have a particular obligation to inform users of the appropriate uses of TOEIC scores and to identify and try to rectify instances of misuse.

To this end, the following policies and guidelines are available to all TOEIC test takers, institutions, and organizations that are recipients of TOEIC scores.

## Policies

In recognition of their obligation to ensure the appropriate use of TOEIC scores, the TOEIC Program and its local ETS Preferred Associates developed policies designed to make score reports available only to approved recipients, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

**Confidentiality.** TOEIC scores, whether for an individual or aggregated for an institution, are confidential and can be released only by authorization of the individual or institution or by compulsion of legal process.

We recognize test takers' rights to privacy with regard to information that is stored in data or research files held by Educational Testing Service and local ETS Preferred Associates and our responsibility to protect test takers from unauthorized disclosure of the information. For more information please visit ***www.ets.org//legal/privacy***.

**Encouragement of appropriate use and investigation of reported misuse.** All organizational users of TOEIC scores have an obligation to use the scores in accordance with the guidelines that follow (i.e., using multiple criteria, accepting only official TOEIC scores, etc.). Organizations have a responsibility to ensure that all individuals using TOEIC scores are aware of these guidelines and to monitor the use of the scores, correcting instances of misuse when they are identified. The TOEIC Program and local ETS Preferred Associates are available to assist institutions in resolving score-misuse issues.

# Policy and Guidelines for the Use of TOEIC Scores *(continued)*

## Other Score-related Information

### Score Verification

Institutions have the ability to verify score reports sent directly to them by test takers. At the written request of the institution or agency, ETS will verify the official scores recorded for you within the last 2 years. ETS or its authorized representative will also verify your score information at the request of any institution or agency that has a copy of your score report.

## Guidelines

- **Use Multiple Criteria**
  Regardless of the decision to be made, multiple sources of information should be used to ensure fairness and to balance the limitations of any single measure of knowledge, skills, or abilities. These sources may include graduate or undergraduate grade point average, years of experience in the target position, and recommendations from past supervisors and colleagues. When used in conjunction with other criteria, TOEIC scores can be a powerful tool in making hiring, evaluation, promotion, or school-related decisions.
- **Accept Only Official TOEIC Score Reports**
  The only official reports of TOEIC scores are those issued by ETS or by the local ETS Preferred Associate. If an organization administers a TOEIC test internally, with ETS knowledge and approval, it can obtain and keep score reports of that test. However, those scores are intended for the use of the institution sponsoring the administration and not intended for use by other entities. Scores obtained from other sources should not be accepted. If there is a question about the authenticity of a score report, the question should be referred to the local ETS Preferred Associate, who will then verify the accuracy of the scores and whether an official report was issued.
- **Maintain Confidentiality of TOEIC Scores**
  All individuals who have access to TOEIC scores should be aware of the confidential nature of the scores and agree to maintain their confidentiality. Policies should be developed and implemented to ensure that confidentiality is maintained.

## Normally Appropriate Uses and Misuses of TOEIC Scores

The suitability of a TOEIC test for a particular use should be explicitly examined before using test scores for that purpose. The list of appropriate uses of TOEIC scores that follows is based on the policies and guidelines outlined on pages 23–24. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC scores, but any uses other than those listed below should be discussed in advance with TOEIC Program staff and its local ETS Preferred Associates to determine their appropriateness.

If a use other than those appropriate uses listed below is contemplated, it will be important for the user to validate the use of scores for that purpose. The TOEIC Program staff and its local ETS Preferred Associates will provide advice on the design of such validity studies.

## Appropriate Uses

Provided all applicable guidelines are followed, TOEIC scores are suitable for the uses described below.

- Hiring of applicants for an open position within a corporation or organization where workplace/everyday-life English is a required job skill
- Placement of applicants or candidates within a corporation or organization where workplace/everyday-life English is a required job skill
- Promotion of candidates within a corporation or organization where workplace/everyday-life English is a required job skill
- Measurement of workplace/everyday-life English proficiency levels of students in schools
- Measurement of individuals' progress in workplace/everyday-life English proficiency levels over time

## Misuse

Uses of the test other than those listed in the Appropriate Uses section should be avoided unless authorized by ETS or the ETS Preferred Associate.

## Comments

Test takers can provide comments during the test administration by asking the test supervisor for the Candidate Comment Form.

After taking the TOEIC test, please visit ***www.ets.org/toeic*** to complete the Candidate Satisfaction Survey.

If you have questions or comments regarding the TOEIC test, please contact your ETS Preferred Associate or TOEIC Program, ETS, 1425 Lower Ferry Rd., Ewing, New Jersey 08628, USA, or e-mail us at ***toeic@ets.org***.

ETS provides a comprehensive suite of English Language Learning products and services that encourage learning, assess progress and measure proficiency. Backed by years of research, our programs support teachers and decision makers and help individuals achieve academic, business and personal success.

**For more information about the *TOEIC*® program, contact:**


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109179-57280 • Y915E.001 • Printed in U.S.A.
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